



Form GSOP I-PIN (04/98)

STATE OF CALIFORNIA
Department of General Services - Office of Procurement

PURCHASE ORDER

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Purchase Order No. Rev. Date
62281 12/29/2008

Supplier No. 798944	Solicitation No. 57206	Delivery Date As Specified	FOB Point Destination	Invoice Terms N45
SYNERGY SOFTWARE TECHNOLOGIES 25 NEW ENGLAND DRIVE ESSEX JUNCTION, VT 05465 Attn: JOHN M. BYER		CA DEPT OF AGING CONTRACTS & BUSINESS SERV 1300 NATIONAL DR. STE 200 SACRAMENTO, CA 95834 Attn: TANYA MARCELLANA		
Agency Billing 10370		Agency Purchase Estimate CDA08042W	Purchase Estimate 67355	Revision 0
Agency Contact TANYA MARCELLANA		Phone 916-419-7537	Date Received	

Phone: 802-616-4717

Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p>TERMS AND CONDITIONS:</p> <p>THE ATTACHED STATEMENT OF WORK CONSISTING OF TWO (2) PAGES IS PART OF THIS AGREEMENT.</p> <p>ATTACHMENTS:</p> <p>THE FOLLOWING DOCUMENTS ARE INCORPORATED INTO THIS AGREEMENT AND MAY BE VIEWED AT THE WEBSITE LISTED.</p> <ol style="list-style-type: none"> IT General Provisions, GSPD-401IT Revised and Effective 4/12/2007 http://www.documents.dgs.ca.gov/pd/modellang/GPIT0407.pdf IT Software License Special Provisions (Effective 01/21/2003) http://www.documents.dgs.ca.gov/pd/modellang/softwarepecial012103.pdf 						
1	36	EA	7090-000-0003-7	SOFTWARE LICENSE OmbudsManager Software	1,000.0000	36,000.00
Total Value:						36,000.00
<p>NOTE:</p> <p>There will be no tax charged against this Purchase Order.</p>						

Sales and/or use tax to be extra unless noted above

Buyer JOHN MEDEIROS	Phone 916-375-4412	BOC Number
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Department of General Services - Office of Procurement

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Item No.	Quantity	Unit	Commodity Code	Description	Unit Price	Extension
<p><u>CHANGE ORDERS:</u></p> <p>This Purchase Order may be amended, modified, or terminated at any time by mutual agreement of the parties in writing. Change orders amending, modifying or terminating the Purchase Order, including any modifications of the compensation payable, may be issued only by the State Procurement Officer. All such change orders shall be in writing and issued only upon written concurrence of the supplier. Termination, as that term is used in this section, does not include termination for default of the supplier.</p> <p><u>STATE CONTRACTS AND PROCUREMENT REGISTRATION:</u></p> <p>This Purchase Order has been registered into the State Contracts and Procurement Registration System (https://www.scprs.dgs.ca.gov). The Registration Number is: 41701208350125</p>						

**California Department of Aging
Office of the Long Term Care Ombudsman**

STATEMENT OF WORK

OmbudsManager Software License Renewal

This Statement of Work ("Agreement") reflects the services to be provided by Synergy Software Technologies, Inc. (AKA Harmony Information Systems, Inc.), hereinafter referred to as the "Contractor," for the Department of Aging, hereinafter referred to as the "State".

SCOPE

The Contractor will provide thirty-six (36) OmbudsManager software site license renewals and maintenance. OmbudsManager software maintenance will include:

- Services available via telephone, e-mail, and the web (e.g., Internet).
- Support services available between the hours of 8:30 a.m. to 8:00 p.m., Eastern Standard Time, Monday through Friday, excluding State-observed holidays.
- One (1) business hour response time for critical issues.
- Ensure that changes to the National Aging Program Information Systems (NAPIS)/National Ombudsman Reporting System (NORS) specification by Administration on Aging (AoA) are reflected in a timely basis by the NAPIS Reporter and the NORS Reporter.

The OmbudsManager site license renewal will give the local Ombudsman Programs and the Office of the State Long Term Care Ombudsman the ability to capture and submit data mandated by the Federal Administration on Aging. Failure to renew these licenses will cause the State to be non-compliant in submission of mandated federal reports.

PERIOD OF PERFORMANCE

The term of this Agreement will be twelve (12) months effective upon the Agreement start date.

BILLING INFORMATION

The Contractor shall submit invoices (including the purchase order number) to the following address:

California Department of Aging
Office of the Long Term Care Ombudsman
1300 National Drive, Suite 200
Sacramento, CA 95834
ATTN: Jana Matal

POINTS OF CONTACT

Contractor Primary Contact

John Barnes, Senior Account Executive
12120 Sunset Hills Road, Suite 500
Reston, VA 20190
Phone: (623) 772-5691
Fax: (703) 674-5151
E-mail: jbarnes@harmonyis.com

State Primary Contact

Jana Matal, Manager
Office of the Long Term Care Ombudsman
California Department of Aging
1300 National Drive, Suite 200
Sacramento, CA 95834
Phone: (916) 419-7514
Fax: (916) 928-2503
E-mail: jmatal@aging.ca.gov

All maintenance renewal notices shall be sent to the State's Primary Contact.

TERMINATION

The State shall have the right to terminate maintenance upon delivery of written notice at least thirty (30) calendar days prior to any scheduled renewal date.